



**Australian Government**

# **Assessment Requirements for TLIL0012 Promote effective workplace practice**

**Release: 1**

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## Modification History

**Release 1.** This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying actions to minimise, control or eliminate identified hazards or safety risks
- applying relevant legislation and workplace procedures
- communicating effectively with appropriate personnel and work team members
- coordinating the promotion of safe work practices, competency enhancement and work practice improvements throughout work teams
- ensuring team members maintain the required level of medical and physical fitness
- leading and coordinating the activities of work teams
- interpreting and following relevant workplace policies and procedures
- settling disputes through negotiation.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements, performance criteria and include knowledge of:

- elements of workplace operations relevant to effective work practice, including:
  - communication and negotiation techniques and the benefits, advantages and disadvantages associated with them
  - competencies and skills required for workplace
  - dispute settlement processes
  - group work practices and group dynamics
  - organisational plans, goals and objectives
  - workplace work health and safety (WHS)/occupational health and safety (OHS) and physical fitness requirements and related policies
- problems that may occur during work activities and appropriate solutions
- relevant WHS/OHS legislation and workplace requirements
- workplace policies and procedures for promoting effective work practices.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>